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ABSTRACT

This manual is designed for use in a four-session workshop to help new parking garage employees enhance their skills in the following areas: understanding the functions of parking employees, computing parking rates and filling out parking lot reconciliation forms, preparing miscellaneous parking lot forms and developing effective communication and listening skills, and providing high quality customer service. The manual contains separate sections for each workshop session. Included in each section are some or all of the following: session outline, transparency masters, instructional text, problem-solving exercises, diagrams, sample forms, and group discussion questions. (MN)

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ED 403 382

ACE PARKING WORKPLACE EDUCATION

Sweetwater Union High School District, Division of Adult and Continuing Education

Session 1

- INTRODUCTION & OVERVIEW
- SERVICING INCOMING TRAFFIC
- SERVICING OUTGOING TRAFFIC
- PROBLEM SOLVING EXERCISE
- ACCIDENT REPORTING
- OCCUPATIONAL SAFETY
- GROUP DISCUSSION QUESTION #1
- VIDEO PRESENTATION

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ACE PARKING
WORKPLACE EDUCATION

Sweetwater Union High School District, Division of Adult and Continuing Education
Carlos Cuellar
Instructor
Alice Hurley
Workplace Literacy
Coordinator

Introduction

This introductory workshop will allow new employees to enhance their skills in the following areas:

Session 1 ˚Cashiers' Functions - the role of an ACE Parking employee

Session 2 ˚Math Review & Compute Parking - rates and fill out ACE Reconciliation forms

Session 3 ˚ACE Business Form Preparation & Interpersonal Skills - effective communications and listening skills

Session 4 ˚Customer Service/Service Quality - keys to superior service quality

ACE PARKING
WORKPLACE EDUCATION

Sweetwater Union High School District, Division of Adult and Continuing Education

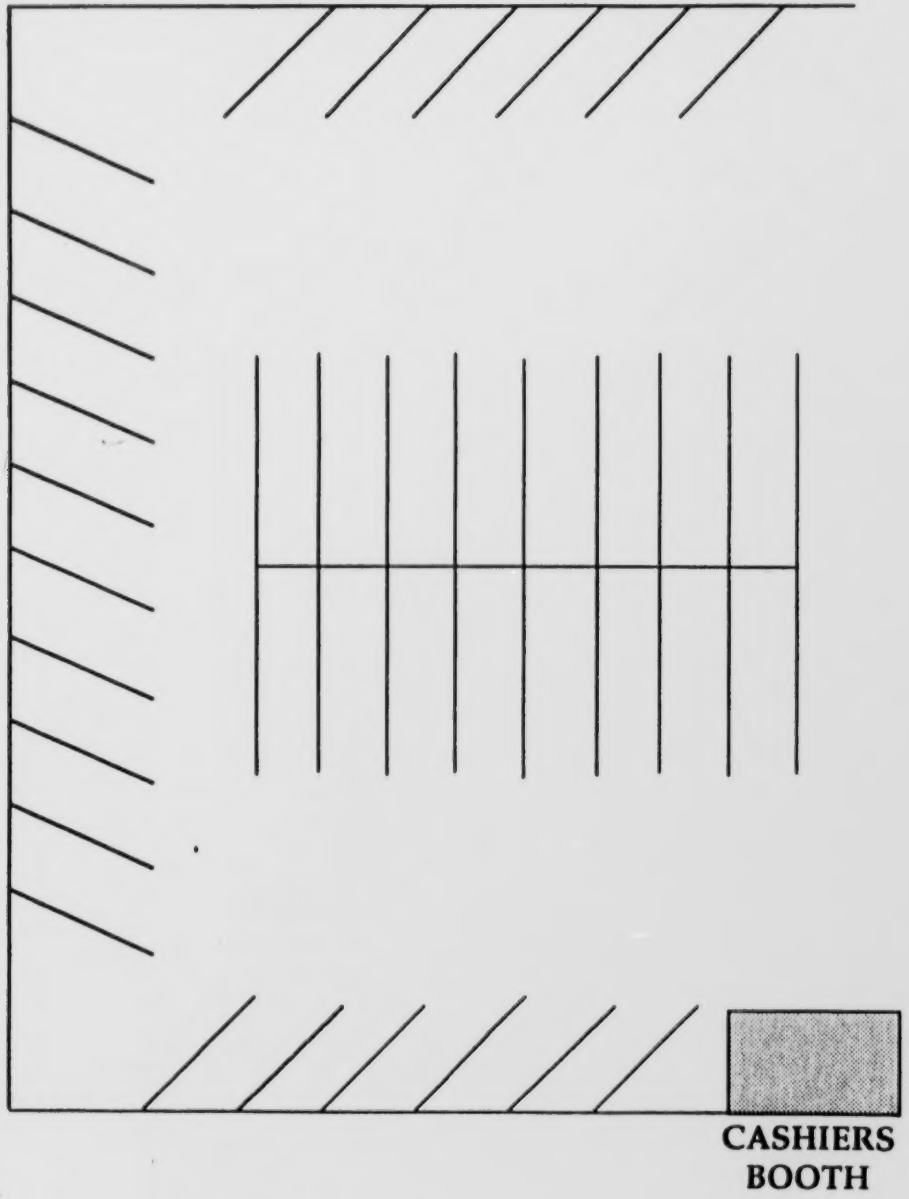
Session 1

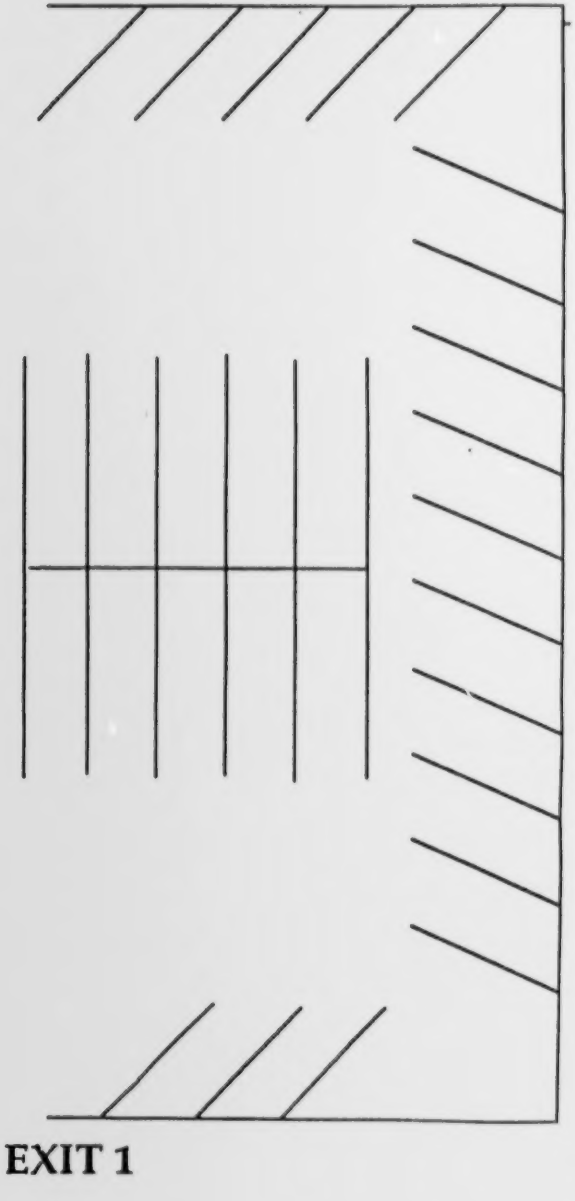
SERVICING INCOMING TRAFFIC

- Greet Customers Properly

- Prepare 3 Section Ticket
  - time stamp all 3 sections
  - write last 3 digits of license and stall number
  - write PP on NP on all parts
  - give large portion to customer
  - keep middle portion
  - put top portion on windshield

- Retain Keys Where Necessary


FLAT LOT
SESSION 1
CASHIERS
BOOTH


EXIT 2
EXIT 1

ACE PARKING
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Sweetwater Union High School District, Division of Adult and Continuing Education

Session 1

SERVICING OUTGOING TRAFFIC

°Stamp Ticket with Outgoing Time

°Determine Amount Owed; Write On Ticket

°Keep Customer's Money in View Until Transaction is Complete

°Count Out Change to Customers

°Thank Customer, Ask if Receipt is Needed

PROBLEM SOLVING EXERCISE 1

It's your first week on the job and you want to make a good impression. In order to personalize your service, you ask various customers what their names are. On this particular day, you ask a customer you have seen on a regular basis, what his name is and the customer replies, "none of your business!"

How do you respond?

Explain.

ACE PARKING INCIDENT REPORT

THIS FORM IS TO BE FILLED OUT BY ATTENDANT AS COMPLETELY AS POSSIBLE

Incident Date_____ Time_____ Site Name_____ #_____

Attendant_____ Work Hours_____

Type of Incident: Damage Injury Theft Other:_____

Claimant's Name_____ Home Phone ( )_____

Address_____ Work Phone ( )_____

_____ ZIP:_____ [ ] Transient [ ] Monthly

Vehicle_____
Year Make Model Color License # State

Evidence of Financial Responsibility/Insurance (If damage to Ace property)

Company_____ Policy Number_____

Agent_____ Phone Number_____

Describe damage/injury/theft in detail:_____

Attendant's Statement: (Did Ace hold keys? Yes [ ] No [ ])

Did anyone possibly needing medical attention refuse [ ] or receive it [ ]?

Describe medical attention or offer of attention:_____

Witness Name(s)_____

Witness Address(s)_____

Attentant_____ Supervisor_____ Time_____
Signature Print your name

Fill out and attach Incident Report Supplement, attach claim check, and send completed forms to regional manager.

[ ] Check here if backside used for additional comments.

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INCIDENT REPORT SUPPLEMENT
(ATTACH TO INCIDENT REPORT)

Claimant's Name_____

Site #_____ Incident Date_____

Supervisor's Assessment

1. Liability & Action Recommended (check one)
   [ ] A. Ace not liable - deny claim
   [ ] B. Ace liable - pay claim

2. Reason for Recommended Action (check one)
   Deny Claim
   [ ] A. Car damage caused by third party
   [ ] B. Car damage caused by claimant
   [ ] C. Car damage occurred prior to intake
   [ ] D. Car damage caused by forces beyond Ace's control
   [ ] E. Theft by third party
   [ ] F. Personal injury caused by third party
   [ ] G. Personal injury caused by claimant's lack of reasonable care
   [ ] H. Other_____

   Pay Claim
   [ ] I. Damage caused by Ace employee (requires completed shortage slip)
   [ ] J. Damage caused by equipment malfunction
   [ ] K. Damage caused by condition under Ace's control
   [ ] L. Other_____

3. Take no immediate action (check only if this applies)
   [ ] Reason_____

   Hold until_____

4. Supervisor (print)_____ Date_____ Time_____

Regional Manager Recommendation _____

Date _____ Time_____ Initials_____ Send to Claims Manager

Claims Manager Action Date received_____

Action taken (letters, shortage slips, transfer to legal, etc.)

A. _____ Date_____

B. _____ Date_____

C. _____ Date_____

Check Request Date sent to Accounting_____

A. Bids: 1) $_____ 2) $_____ 3) $_____

B. Make check payable to: _____

C. Amount of check $_____; Needed by _____

D. Authorized by 1)_____ Date_____

2)_____ Date_____

E. Date check mailed _____ Send copy of this form to Claims Manager

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ACE PARKING
WORKPLACE EDUCATION

Sweetwater Union High School District, Division of Adult and Continuing Education

Session 1

OCCUPATIONAL SAFETY

- Look for Traffic
- Report Vehicle and Personnel Accidents to the Supervisor
- Remove Cars That Block Traffic
- Watch for Personal Hazards, i.e., Glass, Oil Leaks
- Lift Heavy Objects Properly; Seek Help if Objects are Too Heavy

GROUP DISCUSSION QUESTIONS

Small groups will board various answers to each question on an easel board. Class discussion will follow each small groups response.

1. What personal qualities must an ACE employee have to succeed?

DIVISION OF ADULT AND CONTINUING EDUCATION
SWEETWATER UNION HIGH SCHOOL DISTRICT

ACE PARKING

WORKPLACE EDUCATION

Session 1 Outline

PROGRAM INTRODUCTION AND OVERVIEW

1: SERVICING INCOMING TRAFFIC

A. Open lots and garages without ticket machines

1. Cashiers functions, issue tickets, collect change, park cars, and assist customers
2. Greet customers properly: be cheerful and smile at customers, the customers could be visiting ill patients or have things on their minds
3. Stamp all portions of the ticket with time (show example of ticket with time stamped on it)
4. Write last three digits of license and stall number on all portions of ticket
5. Mark ticket paid (PP) or unpaid (NP)
6. Give large portion of ticket to customer
7. Retain middle portion: place top portion under windshield

B. Garages with automatic ticket machines and key card entry machines

1. Keep ticket machine loaded properly with sufficient tickets
2. Assist customer if ticket machine malfunctions
3. Notify supervisor if unable to fix ticket machine or keycard machine
4. Make sure key card unit functions properly

C. General instructions-open lots

1. Utilize all available spaces within the open lots
2. Position cars without keys around perimeter and on end slots
   a. Position cars that are there for only a few hours on the end
   b. Positions cars in the middle that are there all day (back in)
   c. Get keys from customers that block other customers exit
3. Meters are located on lots for customers to deposit money after hours

4. Traffic control-move traffic through in a safe manner

2: SERVICING OUTGOING TRAFFIC

A. Open lots

1. Greet or acknowledge customer
2. Stamp ticket with outgoing time
3. Determine amount owed and write it on ticket
4. Collect fee from customer; give change
5. Return keys to customer (match stall number and license)
6. Move any cars blocking customer
7. Ask customer if receipt is needed
8. Thank customer
9. Observe monthly passes as holders exit, acknowledge with smile or hand gesture

B. Garages

1. Greet or acknowledge customer
2. Stamp customers claim tag with exit time
3. Determine amount owed and write it on ticket
4. Collect money from customer; give change
5. Ask customer if receipt is needed
6. Thank customer
7. Observe monthly passes as customers exit, acknowledge with smile or hand gesture

C. Garages with automatic ticket machines and key card entry

1. Process customers ticket with the register
2. Read amount owed on the register display
3. Collect money owed; give change
4. Input amount collected into register
5. Ask customer if receipt is needed
6. Thank customer
7. Observe monthly passes as customers exit, acknowledge with smile or hand gesture

3: Problem solving exercise #1

A. Case of the belligerent customer

4: Accident reporting

A. Damage to the vehicle

1. Notify the supervisor immediately, if a cashier is involved in or witnesses damage to a customer's car
2. Talk with the customer and gather all the information needed for the damage claim
   a. Take notes and document names, time, etc.
3. Complete the accident report regardless if the cashier was involved or only witnessed the accident

B. Injuries

1. Report all injuries to cashier or customers to the supervisor immediately
2. Notify emergency service in case of serious injury

C. Unable to move a car blocking others

1. Contact customer if you have customer's telephone number
2. When needed keys are not available, call the supervisor
3. Call the towing service if needed to remove vehicle

D. General rules to follow

1. Don't lose the car keys
2. Don't slam doors on cars
3. Don't remove anything from customers cars
4. Don't bump the cars
5. Don't forget to replace sunshields, club, etc. as the customer left them
6. Be careful with the customers property i.e., tape decks, radios that are given to cashier

5. OCCUPATIONAL SAFETY

A. Preventing accidents

1. Be familiar with all exits in the facility
2. Look for traffic before exiting booth
3. Do not stand in major traffic patterns
4. Report the malfunction of any machinery

5. Report any potential hazards (oil leaks, gas spills) at the location
6. Maintain proper lighting; report defective lights immediately
7. Keep a minimum of money at the location
8. Set the brakes of any cars driven or moved
9. Keep all work surfaces dry and slip resistant
10. Lift heavy objects properly
11. Remain vigilant of people walking amongst vehicles
12. Summon supervisor if you become ill or hurt; seek first aid
13. Earthquake, fire, etc., follow local procedures

B. Maintaining a professional appearance/attitude

1. Wear a clean uniform daily
2. Follow the grooming standards set by ACE for men or women
3. Report to work on time, and punch in and out
4. Request needed day off a week in advance, except bonafide emergencies
5. Never use foul language with a customer or fellow employee
6. Never argue with a customer; call the supervisor if conflict arises
7. Never engage in horseplay or rowdy conduct
8. Notify a supervisor if a car won't start or if the keys are locked inside
9. Do not eat, drink, or smoke on the job
10. Check pockets at the end of the shift for keys and ticket

C. Group discussion question: #1

1. What personal qualities must an ACE employee have to succeed?

6: Video presentation

A. Customer service

1. Dealing with People
2. Summary
3. Adjourn

ACE PARKING WORKPLACE EDUCATION

Sweetwater Union High School District, Division of Adult and Continuing Education

Session 2

- MATH REVIEW
- PARKING RATE CALCULATIONS
- ACE TICKET RECONCILIATION FORM

ACE PARKING
WORKPLACE EDUCATION

Sweetwater Union High School District, Division of Adult and Continuing Education

Session 2

MATH REVIEW

- Understanding the Values of Coins and Currencies
- Perform Parking Rate Calculations
- Make Change with Various Denominations
- Review Problems

Lesson 3: Adding Change

These problems have dollar signs and decimal points. When you add money, the dollar sign and the decimal point must be placed in the sum. Decimal points must be lined up one under the other. The first problem is done for you.

Directions: Add.

	A.	B.	C.	D.	E.
1)	\$.21 } addends .05 } + .30 } \$.56 → sum	\$.13 .22 + .44	\$.03 .12 + .31	\$.51 .05 + .21	\$.24 .31 + .43
2)	\$.14 .26 + .09	\$.25 .18 + .37	\$.49 .06 + .30	\$.38 .07 + .45	\$.15 .24 + .29
3)	\$.54 .63 + .42	\$.41 .25 + .40	\$.72 .43 + .86	\$.40 .55 + .63	\$.92 .50 + .36
4)	\$.86 .35 + .18	\$.07 .55 + .86	\$.79 .48 + .15	\$.37 .09 + .61	\$.85 .26 + .69
5)	\$.95 .12 + .36	\$.25 .38 + .96	\$.49 .84 + .50	\$.61 .20 + .39	\$.58 .19 + .48
6)	\$.26 .35 + .29	\$.30 .46 + .92	\$.15 .29 + .08	\$.88 .49 + .65	\$.50 .86 + .92

Lesson 4: Knowing the Value of Money

Directions: How much is each of the following bills worth?

1. One dollar bill is worth:
   _____ pennies
   _____ nickels
   _____ dimes
   _____ quarters
   _____ half-dollars

2. One five-dollar bill is worth:
   _____ nickels
   _____ dimes
   _____ quarters
   _____ half-dollars
   _____ one-dollar bills

3. One fifty-dollar bill is worth:
   _____ half-dollars
   _____ one-dollar bills
   _____ five-dollar bills
   _____ ten-dollar bills
   _____ twenty-dollar bills and
   _____ ten-dollar bill

4. One ten-dollar bill is worth:
   _____ nickels
   _____ dimes
   _____ quarters
   _____ half-dollars
   _____ one-dollar bills
   _____ five-dollar bills

5. One twenty-dollar bill is worth:
   _____ half-dollars
   _____ one-dollar bills
   _____ five-dollar bills
   _____ ten-dollar bills

6. One hundred-dollar bill is worth:
   _____ one-dollar bills
   _____ five-dollar bills
   _____ ten-dollar bills
   _____ twenty-dollar bills

Lesson 5: Addition Problems

When you add money, the dollar sign and the decimal point must be placed in the answer. Be sure to line up decimal points one under the other.

Directions: Add.

	A.	B.	C.	D.	E.
1)	$10.34 12.13 + 3.20	$22.13 10.34 + 15.01	$12.41 4.12 + 3.12	$43.24 12.32 + 10.10	$31.23 3.50 + 40.12
2)	$24.35 1.26 + 10.13	$13.42 20.15 + 2.25	$13.18 21.35 + 32.13	$40.25 21.23 + 13.19	$12.42 31.29 + 40.16
3)	$12.43 3.28 + 11.45	$22.24 5.85 + 21.36	$10.53 53.82 + 2.86	$32.15 41.80 + 13.56	$22.50 30.69 + 3.26
4)	$24.45 13.46 + 12.53	$15.95 12.88 + 1.75	$21.63 15.72 + 3.15	$51.34 26.85 + 14.46	$24.95 15.76 + 8.48
5)	$43.29 34.62 + 42.16	$23.75 12.88 + 13.17	$16.29 15.72 + 64.32	$35.76 26.85 + 54.25	$88.35 40.93 + 7.46
6)	$32.85 23.92 + 2.18	$48.75 10.98 + 36.64	$80.58 94.75 + 25.17	$30.18 63.09 + 26.24	$40.81 32.97 + 53.06

Lesson 6: Counting Coins

Directions: Write out the numerical value of these coins. Study the following example. Include the dollar sign (**$**) and the decimal point (.) in each answer.

Example:

$.50

1.

1. _____

2.

2. _____

3.

3. _____

4.

4. _____

5.

5. _____

6.

6. _____

Lesson 8: Matching Currency

Directions: Match each set of currency with the correct amount of money at the bottom of the page. Write the letter of your answer on the line beside each amount.

A.

B.

C.

D.

E.

1. $3.00 _____ 2. $5.00 _____ 3. $9.00 _____ 4. $20.00 _____ 5. $12.00 _____

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Lesson 9: Subtracting Money

The following are subtraction problems. They have dollar signs and decimal points. To correctly solve each problem, the dollar sign and the decimal point must be placed in the answer. Decimal points should be lined up one under the other.

Directions: Subtract.

	A.	B.	C.	D.	E.
1)	\$5.83 − 3.10	\$8.75 − 8.34	\$7.56 − 3.23	\$4.63 − 2.61	\$9.78 − 5.02
2)	\$3.62 − .40	\$6.85 − .82	\$2.75 − .25	\$5.96 − .71	\$8.94 − .92
3)	\$8.51 − 4.46	\$6.30 − 5.18	\$4.56 − 1.08	\$2.25 − .66	\$7.06 − 3.58
4)	\$9.03 − 1.21	\$4.28 − 2.43	\$7.45 − 6.90	\$3.09 − 1.85	\$8.17 − 7.83
5)	\$7.53 − 6.85	\$9.00 − 2.78	\$5.16 − 4.89	\$8.13 − 2.34	\$6.02 − 3.59
6)	\$5.06 − 3.28	\$6.15 − 5.36	\$7.00 − 4.48	\$3.59 − 2.80	\$8.00 − .57

Lesson 10: Counting Currency

Directions: Write out the numerical value of these bills. Study the example. Remember to write the dollar sign (**$**) and the decimal point (.) in your answer.

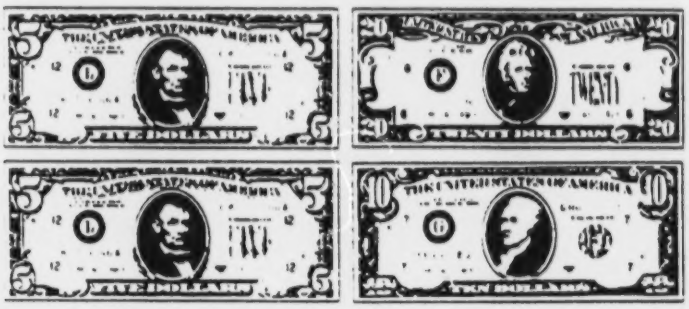
Example:

$12.00

1.

1. _____

2.



2. _____

3.

3. _____

Lesson 18: Multiplication – Single Multipliers, Part 1

In these problems, you will multiply money by whole numbers. Each problem has a dollar sign and a decimal point. Since there are two decimal places in the multiplicand, count two decimal places in the product.

Directions: Multiply.

	A.	B.	C.	D.	E.
1)	\$1.03 × 3	\$2.43 × 2	\$4.03 × 2	\$2.11 × 4	\$3.20 × 3
2)	\$2.19 × 3	\$1.28 × 2	\$3.05 × 3	\$4.25 × 2	\$1.08 × 9
3)	\$2.43 × 4	\$3.59 × 2	\$1.76 × 3	\$1.35 × 4	\$2.75 × 3
4)	\$7.85 × 3	\$6.46 × 5	\$5.96 × 3	\$8.75 × 6	\$9.84 × 8
5)	\$2.51 × 4	\$4.80 × 4	\$8.23 × 2	\$7.86 × 6	\$5.08 × 9
6)	\$3.04 × 5	\$5.50 × 6	\$9.15 × 4	\$6.95 × 7	\$4.76 × 3

TEST 1: COUNTING MONEY

Directions: Write down the numerical value of each set of coins and bills.

1.

1. _____

2.

2. _____

3.

3. _____

4.

4. _____

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TEST 2: WORKING WITH MONEY

A. ***Directions:*** Add. Decimal points must be lined up one under the other.

1)	$.35 .20 + .25	$.13 .31 + .22	$.26 .36 + .18	$.75 .21 + .09	$.54 .35 + .61
2)	$1.22 1.04 + 3.2	$2.58 1.15 + .24	$2.35 1.57 + 4.82	$4.32 5.18 + 3.80	$33.23 14.32 + 2.08
3)	$41.26 10.54 + 7.25	$32.86 18.95 + 10.86	$58.75 25.18 + 35.24	$126.47 233.56 + 80.15	$570.35 199.08 + 631.82

B. ***Directions:*** Subtract. Then check your answer. Decimal points must be lined up one under the other.

1)	$5.26 − 3.02	$3.21 − 1.19	$7.25 − 2.73	$9.00 − 3.58	$8.40 − .79
2)	$67.46 − 20.28	$75.83 − 51.46	$38.30 − 17.43	$50.00 − 39.95	$89.42 − 8.53
3)	$463.50 − 230.45	$785.42 − 140.56	$521.35 − 113.96	$764.25 − 35.87	$900.00 − 345.72

TEST 2: WORKING WITH MONEY (CONTINUED)

C. ***Directions:*** Multiply

1)	\$.20 × 4	\$.16 × 5	\$.27 × 3	\$.85 × 6	\$.71 × 9	\$.89 × 8
2)	\$2.01 × 4	\$1.08 × 9	\$1.35 × 5	\$8.67 × 8	\$6.80 × 5	\$7.09 × 7
3)	\$8.76 × 10	\$2.31 × 34	\$3.02 × 23	\$1.19 × 57	\$4.06 × 48	\$9.87 × 86

D. ***Directions:*** Divide. Then check your answer.

1)	2)\$8.60	3)\$9.84	5)\$7	6)\$9.90	8)\$6.88
2)	3)\$47.61	2)\$87.86	7)\$57.89	4)\$59.04	9)\$68.31
3)	18)\$675.00	36)\$963.00	24)\$420	15)\$864.00	62)\$775.00

ACE PARKING
WORKPLACE EDUCATION

Sweetwater Union High School District, Division of Adult and Continuing Education

Session 2

CALCULATING PARKING CHARGES

1. Compute Time:
   - count by whole hours
   - add additional minutes

3 minutes or less	more than 3 minutes
charge for whole hours only	charge for whole hours plus 1/2 hr. (34 min.) or another full hour

2. Compute rate: Use chart <u>or</u>
   - multiply whole hours by rate per hour
   - add 1/2 hr. rate when appropriate (4-34 minutes)

3. Charge daily maximum rate when it is cheaper for the customer

NAME _____ DATE _____

CODE # _____

This examination is designed to test your ability to use and apply parking rates. For the purposes of this examination, assume that you are a cashier on an ACE parking lot. The parking rates for this lot are as shown below. Using these rates, you are to determine the amount to be charged for each of the tickets which you have been issued. You will then enter your answer in the box corresponding to the number marked on the ticket. Accuracy is of utmost importance as you will be held responsible for shortages caused by errors in calculating rates when you are actually working on an ACE parking lot.

On the ticket, the top stamp shows the time and date the car entered the lot. The bottom stamp shows the time the car departed the lot. You are to charge for the period of time the car was on the lot. ACE Parking allows the customer three minutes over the time limit for the last half-hour or hour, as the case may be.

EXAMPLE:	IN	OUT	CHARGE
	10:00	10:33	$ .75
	10:00	10:34	$1.50
	10:00	12:04	$3.75
	10:00	1:39	$6.00
	11:49	1:06	$2.25
	10:31	2:10	$6.00

RATES:

½ HR.	$ .75
1 HR.	1.50
1½ HRS	2.25
2 HRS	3.00
2½ HRS	3.75
3 HRS	4.50
3½ HRS	5.25
4 HRS	6.00
MAXIMUM	6.75

1. _____	10. _____	19. _____	28. _____
2. _____	11. _____	20. _____	29. _____
3. _____	12. _____	21. _____	30. _____
4. _____	13. _____	22. _____	31. _____
5. _____	14. _____	23. _____	32. _____
6. _____	15. _____	24. _____	33. _____
7. _____	16. _____	25. _____	34. _____
8. _____	17. _____	26. _____	35. _____
9. _____	18. _____	27. _____	36. _____

TICKET #					
1.	10:55 AM IN	13.	11:59 AM IN		
	5:04 PM OUT		12:25 PM OUT		
2.	12:35 PM IN	14.	9:57 AM IN		
	2:25 PM OUT		2:01 PM OUT		
3.	10:56 AM IN	15.	9:31 AM IN		
	4:59 PM OUT		1:20 PM OUT		
4.	8:37 AM IN	16.	9:31 AM IN		
	9:15 AM OUT		1:18 PM OUT		
5.	9:29 AM IN	17.	9:07 AM IN		
	12:31 PM OUT		12:12 PM OUT		
6.	11:59 AM IN	18.	8:49 AM IN		
	3:22 PM OUT		11:08 AM OUT		
7.	11:56 AM IN	19.	8:45 AM IN		
	3:25 PM OUT		10:32 AM OUT		
8.	8:33 AM IN	20.	8:41 AM IN		
	8:52 AM OUT		9:46 AM OUT		
9.	8:41 AM IN	21.	2:12 PM IN		
	9:48 AM OUT		2:38 PM OUT		
10.	10:30 AM IN	22.	2:09 PM IN		
	11:33 AM OUT		2:43 PM OUT		
11.	8:30 AM IN	23.	9:22 AM IN		
	8:52 AM OUT		12:25 PM OUT		
12.	12:39 PM IN	24.	8:39 AM IN		
	3:12 PM OUT		9:39 AM OUT		

ACE PARKING WORKPLACE EDUCATION

Sweetwater Union High School District, Division of Adult and Continuing Education

Session 2

ACE TICKET RECONCILIATION FORM

- Understanding Entries and How They are Used
- Know How To Record Transactions
- Prepare Deposit Slip and Deposit Bag
- Promissory Notes
- Lost Tickets
- Daily Ticket Reconciliation Report Exercise

DATE _____ DAY _____ LOC _____ **ACE TICKET RECONCILIATION** NAME _____ SHIFT _____ LOC # _____

COUNTS	OPEN	DESC/RATE	OS	TICKETS		
1. EXIT 1						
2. EXIT 2						
3. EXIT 3						
4. TICKETS 1						
5. TICKETS 2						
6. TICKETS 3						
7. VR ENT 1						
8. VR ENT 2						
9. VR ENT 3						
10. NTI (NO ticket issued)						
11. NTI (Lost ticket)						
12. NO 5						
13. NO 6						
14. KEY CARD						
15. ENVELOPE						
16. ENVELOPE						

FREE	OS	TIX
MONTHLY		
EMPL		
SECRTY		
MAIN		
DNP		
T&J		
MISC		
CLSD TIX		

ENVELOPES	
ISSUED	
RETURNED	

CARS AT CLOSING	
MONTHLY	
TRANS	
NITE	

MONTHLIES R or P RATE	NO.

CLOSING EXIT COUNT	
OPENING EXIT COUNT	
TOTAL EXITS	
TTL TIX COLL	
DIFFERENCE	

KEY CARD RATE	NO.

DESC	CASH/CHARGE

COUPONS RATE	NO

CERTIFICATES	

BAG #	DEPOSITS

MONTHLY — R or P circle one

CLOSE	OPEN

COUPONS

CLOSE	OPEN

COUPONS/VALIDATIONS

Please ... to your location. This form is issued in all Ace locations. Consequently, it is possible that not all the information will apply to your ... to your location. Please be complete, accurate and neat on your report form.

VACANT STALL COUNT BY HOUR

8 A.M.		10 A.M.		12 P.M.		2 P.M.		4 P.M.		6 P.M.	
9 A.M.		11 A.M.		1 P.M.		3 P.M.		5 P.M.		7 P.M.	

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XYZ CORPORATION
10 INDUSTRIAL PARK
ST. PAUL, MINN.

NUMBER

22 - 1
960

June 8 19 88

PAY TO THE ORDER OF John Doe. $ 100.00

One hundred and no/100 DOLLARS

THE FIRST NATIONAL BANK OF MYTOWN
332 MINNESOTA STREET
MYTOWN, MINNESOTA 55555

Stephanie Roe

⑈94⑈ 77577⑈ 0885

Transparency 26 (Exhibit 18-5)
A Poorly Filled-Out Check
© 1990 West Publishing Company

Bank of America
San Diego Commercial Banking Group
450 B Street Suite 100
San Diego CA 92101

	DOLLARS	CENTS
CURRENCY	75.	00
COIN	10.	00
LIST EACH CHECK		
1 15-68	5.	00
2 15-66	5.	00
3 14-09	8.	00
4 15-66	2	00
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
	105.	00

TOTAL ITEMS

PLEASE BE SURE ALL ITEMS ARE PROPERLY ENDORSED

PLEASE ENTER TOTAL → 105. 00

TOTAL DEPOSIT

DEPOSITS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL.

ACE PARKING MANAGEMENT, INC.

LOT# 014

NAME Nestor Fabiana

LOT# 14 DATE 3-30-93

⑈0000 14⑈ ⑆122000661⑆ 14500⑈0284 2⑈

CHECKS AND OTHER ITEMS ARE RECEIVED FOR DEPOSIT SUBJECT TO THE PROVISIONS OF THE UNIFORM COMMERCIAL CODE OR ANY APPLICABLE COLLECTION AGREEMENT.

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DIVISION OF ADULT AND CONTINUING EDUCATION
SWEETWATER UNION HIGH SCHOOL DISTRICT

ACE PARKING

WORKPLACE EDUCATION

Session 2 Outline

1: MATH INTRODUCTION

A. Understanding coins and currency

1. Knowing the value of money
2. Matching currency
3. Counting coins
4. Counting currency
5. Test 1 counting money

B. Addition and subtraction

1. Adding change
   a. Exercise in addition
2. Adding money
   a. Exercise in addition
3. Subtracting money
   a. Exercise in subtraction
4. Test 2 working with money

C. Review of parking rate calculations

1. Charges for partial and full hour rates
2. How to calculate parking rates
3. Ace parking cashier exercise
   a. Counting & making change
   b. Customer & cashier role play
4. Review problems

2: Ace ticket reconciliation form

A. Explain all entries and what form is used for

1. Display daily ticket reconciliation report on overhead projector and illustrate how to fill out each entry:
   a. Closing Ticket Number-Write the last ticket number of the shift in the correct place on the form. Be sure to enter example, No Ticket Issued forms, all entrance counter readings, No Money forms, etc.
   b. Opening Ticket Number-Enter the first ticket numbers of the shift onto the form

c. Rates-List the rates for the location down the column in increasing order
d. Number of Tickets Collected-Count the tickets collected at each rate and indicate the total beside that corresponding rate
e. Free Tickets-Tickets that were collected but did not have an associated charge. Count the number of tickets collected for each category:
    a. Monthly-Customers sign their tickets because they have purchased monthly permits
    b. Employee-Ace employees' ticket
    c. Security-Security personnel who regularly patrol the location
    d. Main-Maintenance personnel hired for the location
    e. DNP-"Did Not Park" customers who enter the facility and exit before the grace period is over
    f. T&J-"Test and Jam" Tickets that are usually destroyed by an improper function of the machine. These tickets must be signed by the supervisor
    g. Misc.-Tickets that do not fit into any other category
    h. Closing Tix-Opening and closing tickets. These tickets are also stapled to the report

    OS=outstanding tickets that were issued in previous days but not recorded
    TIX=tickets regularly collected for the shift
f. Envelopes-Count the total number of envelopes issued and the number collected that were previously issued
g. Cars at Closing-Count the number of cars left in the lot at the end of the day. All monthly cars should have permits showing. Cars without permits should have envelopes placed on the windshield
h. Monthly Tickets Sold-Record the opening and closing monthly permit numbers
i. Coupons Sold-Record the opening and closing coupon numbers
j. Coupons/Validations-Count the number of tickets that have coupons attached. After the tickets have been counted and recorded, count the number of actual coupons attached to the tickets. Write this number in the 1/2 column next to the total ticket number

If a ticket has a validation stamp, count the number of tickets and record the total in the first column

k. Monthly Ticket Rates-List the rate(s) for the monthly permits and the total number of passes sold at that rate
l. Coupon Rates-List the rate(s) and the total number of coupons sold at that rate
m. Certificates-List the rates and the number of certificates
n. Automatic Ticket Counter-This counter is used with automatically issued tickets
o. Keycard Rate-Record the rate for the keycard and the number of cards sold
p. Meter Money Collected-Record the amount that will be deposited
q. Deposit Bag Number/Amount of the deposit
    1. Fill out deposit slip
    2. Arrange for proper disposition of deposit bag
r. Vacant Stall Count-each hour the number of vacant stalls should be entered in the proper space

B. Promissory note

1. Complete a "No Money" form if a customer who owes money claims they have none
2. Write the location number at the top of the form
3. Complete the form with all the necessary information
4. Ask the customer to sign the form
5. Give the pink copy to the customer
6. Attach the white copy to the daily report
7. Give the yellow copy to the supervisor

C. No ticket issued/missing ticket

1. Use the Missing Ticket form in place of the ticket
2. Check the "No Ticket Issued" box
3. Write in the location number
4. Ask the customer to sign the form and write his phone number
5. Record the car's license number on the form
6. Collect the correct amount from the customer

D. VIP pass

1. Use extra courtesy in dealing with the bearer of a VIP pass
2. Ask the customer to sign his ticket
3. Write the VIP pass number on the ticket
4. Use the customer's name when you thank him upon leaving

E. Lost claim ticket (when keys were collected)

1. Inform customer that a procedure must be followed to ensure the security of cars
2. Stamp the next missing ticket form with the time
3. Ask to see the customer's driver's license
4. Match the picture to the face
5. Write the name and license number on the back of form
6. Ask the customer to sign the front of the form, including room number where applicable
7. Charge the maximum rate and write the amount on the back of the form
8. Ask the customer to describe the keychain and the name on the registration or rental agreement
9. Give the keys and missing ticket form to the valet to retrieve the car; valet should check the information before bringing the car to the customer
10. Call the supervisor or hotel security if the information does not match
11. Staple missing ticket form to middle portion of ticket (on car windshield)

F. Lost claim ticket (when no keys were collected)

1. Time stamp the next missing ticket form
2. Ask the customer to sign on the front of the form, including room number where applicable
3. Charge the maximum amount and write the amount collected on the back of the form

G. Daily ticket reconciliation report exercise

1. Each employee will receive a student reconciliation report to fill out
   a. Employee will record transactions
   b. Identify entries

c. Balance cash with the correct number of tickets
d. Prepare report accurately
e. Prepare deposit slip
    1. Enter amount of the deposit correctly
    2. Arrange for disposition of deposit bag

2. Review report and go over any questions

ACE PARKING
WORKPLACE EDUCATION

Sweetwater Union High School District, Division of Adult and Continuing Education

Session 3

- PASSES, KEYCARDS, COUPONS
- BUSINESS FORM PREPARATION
- PROBLEM SOLVING EXERCISE #2
- EFFECTIVE COMMUNICATIONS
- GROUP DISCUSSION QUESTION #2
- VIDEO PRESENTATION

ACE PARKING WORKPLACE EDUCATION

Sweetwater Union High School District, Division of Adult and Continuing Education

Session 3

ACE BUSINESS FORMS

°Monthly Passes, Keycards and Coupons

°Preparation of ACE Business Forms:

- ACE Ticket Reconciliation (for Hotel Valet Parking)
- Garage Monthly Records
- ACE Parking Incident Report
- Incident Report Supplement (Filled Out by Supervisor)

Location #000 GARAGE MONTHLY RECORDS FOR June 1991

ISSUED: 5700 TO 5900 : _____ TO _____

Date	Sticker No.	Sold to	Company	Phone No.	Old Number	Amt.	Check#	Cash	Sold by	Signed For
6/1/91	5700	Daniel Jones	ACME Inc.	555-7301	3943	$100.00	4710-8	100.00	Sara	Daniel Jones
6/1/91	1	Kristen Earl	K.I.S Emporium	555-6972	3901	"	28-103	"	"	Kristen Earl
6/1/91	2	Peter Smith	CC&F	723-6700	4157	"	510-28	"	"	Peter Smith
	3	↓								
	4									
	5									
	6									
	7									
	8									
	9									
	5710									
	1									
	2									
	3									
	4									
	5									
	6									
	7									
	8									
	9									

NOTES:

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PROBLEM SOLVING EXERCISE 2

As you arrive at your work location you notice some of your customers are in a hurry. One of your regular customers flings the car door into the side of a green metallic BMW, chipping the paint and denting the door.

Do you ignore what you saw?

Why or why not?

ACE PARKING
WORKPLACE EDUCATION

Sweetwater Union High School District, Division of Adult and Continuing Education

Session 3

EFFECTIVE COMMUNICATIONS

- Effects of Poor Communications
- How We Communicate
- Group Communications
- Non-Verbal Communications
- Culture and Communications
- How To Improve Listening Skills
- Communicating with Customers

ACE PARKING
WORKPLACE EDUCATION

Sweetwater Union High School District, Division of Adult and Continuing Education

Session 3

KEYS TO POSTIVE CUSTOMER COMMUNICATIONS

- Use Courtesy
- Speak Distinctly
- Listen Carefully
- Check for Understanding
- Be Responsive to Customer Requests
- Face Customer and Maintain Good Eye Contact
- Always Show Appreciation for the Customer

ACE PARKING
WORKPLACE EDUCATION

Sweetwater Union High School District, Division of Adult and Continuing Education

Session 3

HOW TO IMPROVE LISTENING SKILLS

- Limit Your Own Talking
- Ask Questions
- Don't Interrupt
- Concentrate
- Take Notes
- Listening Responses, i.e., Smile, Gesture
- Don't Jump to Conclusions
- Practice Listening

KEYS TO GOOD LISTENING

LIMIT YOUR OWN TALKING

You can't talk and listen at the same time.

THINK LIKE THE SPEAKER

His/her problem and needs are important . . . and you will understand and retain them better if you see his/her point of view.

ASK QUESTIONS (Paraphrase - Reflect Feelings)

If you don't understand something . . . or feel you may have missed a point . . . clear it up now before it embarrasses you later.

DON'T INTERRUPT

A pause . . . even a long pause . . . doesn't always mean they have finished saying everything they want to.

CONCENTRATE

Focus your mind on what the speaker is saying. Practice shutting out outside distractions.

TAKE NOTES

This will help you remember important points. But . . . be selective. Trying to note down everything they say can result in being left far behind or in retaining irrelevant details.

LISTEN FOR IDEAS . . . NOT JUST WORDS

You want to get the whole picture . . . not just isolated bits and pieces.

LISTEN FOR THE OVERTONES

You can learn a great deal about how they feel from the <u>way</u> they say things . . . the way they <u>react</u> to the things <u>you</u> say.

POWER OF LISTENING

COMMON BARRIERS TO LISTENING: Noise Preoccupation Personal Bias, Delivery of Info, Ask To Read/ Or Listen, Personal Hygiene, Appearance

CHARACTERISTICS OF EFFECTIVE LISTENING:
Concentration, Eye Contact Physical Comfort, Desire

LEVELS OF LISTENING:
- Interruption for more levels
- Motive Vs Content Purpose
- Knowledge/ Experience
- Energy
- Scanning

ADDITIONAL NOTES:

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LISTENING RESPONSES

An occasional, "Yes" . . . "I see" . . . etc. . . . shows the subordinate you are still with him/her . . . but don't overdo or use as a meaningless comment.

TURN OFF YOUR OWN WORRIES

This isn't always easy . . . but personal fears, worries, problems not connected with the subordinates, form a kind of "static" that can blank out their message.

PREPARE IN ADVANCE

Remarks and questions prepared in advance when possible . . . free your mind for listening.

REACT TO IDEAS . . . NOT THE PERSON

Don't allow irritation at things said . . . or at his/her manner . . . to distract you.

DON'T ARGUE MENTALLY

Don't allow irritation at things said . . . or at his/her manner . . . to distract you.

DON'T JUMP TO CONCLUSIONS

Avoid making unwarranted assumptions about what the speaker is going to say . . . or mentally trying to complete sentences for him/her.

PRACTICE LISTENING

Make your conversations with your friends, your family, the people who serve you in the places you buy, a tool for improving listening skill . . . for "sharpening your inner ear."

Non-Verbal Techniques

Body Language

Gestures

Facial Expressions

GROUP DISCUSSION QUESTIONS

Small groups will board various answers to each question on an easel board. Class discussion will follow each small groups response.

2. What are my strong/weak communication skills?

DIVISION OF ADULT AND CONTINUING EDUCATION
SWEETWATER UNION HIGH SCHOOL DISTRICT

ACE PARKING

WORKPLACE EDUCATION

Session 3 Outline

1: Issuing monthly passes, keycards, & coupons

A. Issuing monthly passes

1. Monthly customers may purchase their new permits from the 25th through the 5th of the month.
2. After the customer has given the cashier the correct amount owed for the monthly pass, the cashier will provide the information necessary to complete the monthly record form. This form has been organized so that the last number of the monthly ticket already appears on the right side of the Sticker Number column. The cashier needs to record the first digits of the ticket number.
3. Fill in the information on the sheet for each customer
4. The monthly money is deposited each day as part of the regular deposit

B. Issuing keycards

1. If a customer has purchased a monthly pass and the location is equipped with keycard machines, the cards are available for a small fee
2. The cards that are sold are recorded in a receipt book in triplicate copy. The customer receives the top copy, the second copy is sent to the office with the daily reconciliation report, and the third copy is retained for the cashier's records
3. Log the customer's name on a Master List designed for keycard owners
4. Always remember to sell the cards in sequence and record them in this order

C. Issuing coupons

1. If a customer would like coupons for their company, several locations can provide them
2. The customer will give the cashier the correct amount that is owed for the stickers

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3. The cashier completes a receipt form in triplicate copy. One copy is for the customer's proof of purchase, one copy is turned into the office with the ticket reconciliation form, and the third copy is retained with the cashier.
4. Make sure that all coupons are sold in sequence

2: Business form preparation and administration

A. Introduction to and preparation of the following ACE business forms:

1. ACE ticket reconciliation (for hotel valet parking)
2. Garage monthly records
3. ACE parking incident report
4. Incident report supplement (attach to incident report, to be filled out by supervisor)

B. Problem solving exercise #2

1. Case of the damaged BMW

3: Effective communications

A. Effects of poor communications

1. Conflict
2. Poor performance
3. Frustration

B. How we communicate

1. Word selection
2. Voice intonation
3. Volume
4. Speed

C. The communication process

1. The exchange of information
2. Physical environment
3. Informal communications (grapevine)

D. Group & organizational

1. Control
2. Motivation
3. Emotional expression
4. Information

E. Non-verbal communications

1. Physical appearances
2. Artifacts
3. Gestures
4. Facial expressions

F. Culture & communications

1. How are we different?

    a. Language
    b. Nation
    c. Age
    d. Gender
    e. Culture

G. How to improve listening skills

1. Limit your own talking
2. Ask questions
3. Don't interrupt
4. Concentrate
5. Take notes
6. Listening responses
7. Don't jump to conclusions
8. Practice listening

H. Communicating with customers

1. Keys to positive customer communications

    a. Use courtesy
    b. Speak distinctly
    c. Listen carefully
    d. Check for understanding if not clear e.g., talking to person with accent or low volume
    e. Be responsive to the customers requests
    f. Face customer and maintain good eye contact
    g. Always show appreciation for the customer

2. Group discussion question: #2

   a. What are my strong/weak communication skills?

4: Video presentation

A. Cultural communications

1. Valuing Diversity Managing Differences
2. Summary
3. Adjourn

ACE PARKING
WORKPLACE EDUCATION

Sweetwater Union High School District, Division of Adult and Continuing Education

Session 4

- FINAL QUIZ
- FINAL PROBLEM SOLVING EXERCISES
- VIDEO PRESENTATION
- FINAL GROUP DISCUSSION QUESTION
- SERVICE QUALITY PRINCIPLES

Ace Ticket Reconciliation Quiz

Instructions:

Record the following transactions on your Ace Ticket Reconciliation Form. When completed with the quiz turn in both sheets of paper.

1. 8 vacant stalls at 9AM
   15 vacant stalls at 5PM
2. The number of cars at closing:
   Night = 5 cars
   Monthly = 15 cars
   Transients = 8 cars
3. Your bag number is C1010 and the deposit was for ~~$125.~~ $64.25
4. List following rates and number of tickets collected in ascending order:

Rates	# of tickets
$1.50	25
$2.25	15
$4.50	30
$6.00	28

   Add the total tickets collected and calculate the total cash received from the tickets.
5. Received two tickets and two one-half hour coupons from customers.
6. Opening ticket number - Open 0100
   - Today's close 0200
   - Prior day closing ?
7. One book of 1 hour coupons sold (100 coupons at $1.50 each). What is the value of this book of coupons?
   Open coupon number 1004
   Close coupon number ?
8. Exit 1

Prior day closing	1000
Open	1030
Today close	1130

   Why are prior day closing and open counts different?
9. Issued two envelopes and none were returned @ $6 each.
   Prior day closing was 0050
   What is today's opening number?
   What is today's closing number?
10. Loss commercial power and used three tickets trying to synchronize the clock.
11. One monthly pass worth $90.00 sold for April:
    Circle R or P
    Open ticket number 0142
    Close ticket number ?

ACE TICKET RECONCILIATION

____ DATE _____ DAY ____ LOC. ____ NAME _____ SHIFT ____ LOC # ____

COUNTS	OPEN		DESC/RATE	OS	TICKETS			
1. EXIT 1								
2. EXIT 2								
3. EXIT 3								
4. TICKETS 1								
5. TICKETS 2								
6. TICKETS 3								
7. VR ENT 1								
8. VR ENT 2								
9. VR ENT 3								
10. NTI (NO ticket issued)								
11. NTI (Lost ticket)								
12. NO $								
13. NO $								
14. KEY CARD								
15. ENVELOPE								
16. ENVELOPE								

FREE	OS	TIX
MONTHLY		
EMPL		
SECRTY		
MAIN		
DNP		
T&J		
MISC		
CLSD TIX		

ENVELOPES	
ISSUED	
RETURNED	

CARS AT CLOSING	
MONTHLY	
TRANS	
NITE	

MONTHLIES R or P RATE	NO.

CLOSING EXIT COUNT	
OPENING EXIT COUNT	
TOTAL EXITS	
TTL TIX COLL	
DIFFERENCE	

KEY CARD RATE	NO.

DESC	CASH/CHARGE

BAG #	DEPOSITS

MONTHLY — R or P
circle one

CLOSE	OPEN

COUPONS

CLOSE	OPEN

COUPONS/VALIDATIONS

COUPONS RATE	NO

CERTIFICATES	

VACANT STALL COUNT BY HOUR

9 A.M.		10 A.M.		12 P.M.		2 P.M.	
9 A.M.		11 A.M.		1 P.M.		3 P.M.	

4 P.M.		6 P.M.	
5 P.M.		7 P.M.	

Please fill out this form completely. This form is issued in all Ace locations. Consequently, it is possible that not all the information will apply to your location. Please be complete, accurate and neat on your report form.

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GROUP DISCUSSION QUESTIONS

Small groups will board various answers to each question on an easel board. Class discussion will follow each small groups response.

3. What can ACE Parking do to ensure excellent service quality for its customers?

GROUP DISCUSSION QUESTIONS

Small groups will board various answers to each question on an easel board. Class discussion will follow each small groups response.

4. If you had the power to make one change that would improve your performance over the next year, what would that change be?

GROUP DISCUSSION QUESTIONS

Small groups will board various answers to each question on an easel board. Class discussion will follow each small groups response.

5. What is important for me to remember when dealing with customers from another culture?

GROUPS DISCUSSION QUESTIONS

Small groups will board various answers to each question on an easel board. Class discussion will follow each small groups response.

6. What can I do to ensure customer satisfaction?

PROBLEM SOLVING EXERCISE 3

It's 11:30 PM on Saturday night and a customer has lost his parking ticket. He doesn't want to pay the maximum amount, and shows you his movie ticket stub, arguing that he's only had his car in the garage for two hours while he attended the movie. Meanwhile, there are at least fifteen cars lined up behind him and they are anxious to leave.

How should this situation best be handled?

What do you say to the customers following him when they leave?

PROBLEM SOLVING EXERCISE 4

You are a new valet at an exclusive hotel during a San Diego Symphony Concert a woman tells you she's lost her purse with her ticket and license, but claims the black Jaguar is her rental car. She wants to look through the keys in the key box and is becoming insistent. Meanwhile, many other guests are leaving the concert and want their cars. The other two valets are busy retrieving other vehicles.

What should you do?

Explain.

PROBLEM SOLVING EXERCISE 5

A customer leaving the lot claims he handed you a twenty-dollar bill to pay for his four dollar parking ticket. Your positive he only gave you a five dollar-bill and you gave him back one dollar in change. The customer starts screaming that you owe him sixteen dollars!

Do you give him the change for the five dollar bill or the twenty dollar bill?

Explain.

PROBLEM SOLVING EXERCISE 6

A customer with a brand new 1993 Porshe pulls into the ACE parking lot and tells you he would like to leave his car there all day. The cashier gives him his ticket after properly stamping it with the time; and asks him for his car keys. The customer becomes visibly upset and angry that the cashier wants his keys. He refuses to let the cashier park his car or give him the car keys.

How should the cashier respond to the customer?

Explain.

PROBLEM SOLVING EXERCISE 7

You are working at a lot near the Courthouse; some spaces in your lot are $6.00 for the day but most are $10.00. A man on jury duty has been getting a $6.00 space everyday, but one day all the $6.00 spaces are taken when he arrives. The court only pays him $5.00 a day for serving on jury duty.

Should you charge the customer $6.00 or $10.00.

Explain.

PROBLEM SOLVING EXERCISE 8

A monthly customer tells you at the beginning of your shift that someone has parked their car in her "Reserved Space." She wants her "Reserved Space" and will be back in an hour to make sure her car is parked in its regular location.

How would you approach this problem?

Explain.

PROBLEM SOLVING EXERCISE 9

It is lunch time and customers are going in and out of the garage. You notice a person trying to put quarters into the keycard entry machine. You ask, "May I help you?" The customer is incoherent and responds, "no everything is fine" and continues trying to put quarters into the keycard entry machine.

What should you do next?

Explain.

CUSTOMER/CASHIER INCIDENT #1

CUSTOMER #1

On a separate sheet of paper write ticket times:
11:55AM In
6:04PM Out
Hand the paper to the cashier and give him a $20 bill.

Tell the cashier he is very slow and that you are in a hurry!

What is your correct change?

CUSTOMER/CASHIER INCIDENT #2

CUSTOMER #2

On a separate sheet of paper write ticket times:

1:35PM In

3:25PM Out

Hand the paper to the cashier and give him two dollars.

Ask the cashier to explain why he is charging you more money. Argue with him, but give him the extra dollar after he's convinced you that you shorted him by one dollar.

CUSTOMER/CASHIER INCIDENT #3

CUSTOMER #3

One a separate sheet of paper write ticket times:
11:56AM In
5:59PM Out
Hand the paper to the cashier and give him a $10 bill.

When he gives you change for the $10 tell him that you gave him a $20 bill. Tell him that your not leaving until he gives you change for a $20 bill!

CUSTOMER/CASHIER INCIDENT #4

CUSTOMER #4

On a separate sheet of paper write ticket times:

9:37AM In

10:15AM Out

Hand the paper to the cashier and give him a $100 dollar bill.

Tell him your a regular customer and that you would like a discount from now on.

CUSTOMER/CASHIER INCIDENT #5

CUSTOMER #5

On a separate sheet of paper write ticket times:
10:29AM In
12:31PM Out
Hand the paper to the cashier and give him four dollars.

The cashier will ask you for more money--but you can't answer him because you don't speak English!

ACE PARKING WORKPLACE EDUCATION

Sweetwater Union High School District, Division of Adult and Continuing Education

Session 4

GAINING THE COMPETITIVE ADVANTAGE THROUGH SERVICE QUALITY PRINCIPLES

- Prevent Problems Through Planning -Put a Process in Place
- Provide Assistance Without a Customers Request
- Reduce Complaints
- Know Your Customer and Their Expectations
- Continuously Improve Your Job and Customer Skills
- Be Patient. Don't Expect Improvement Overnight

DIVISION OF ADULT AND CONTINUING EDUCATION
SWEETWATER UNION HIGH SCHOOL DISTRICT

ACE PARKING

WORKPLACE EDUCATION

Session 4 Outline

1: Final quiz

A. Ace ticket reconciliation report quiz

1. Each employee will be given a worksheet with the necessary data to complete the ticket reconciliation report. Employee will also satisfactorily perform the following:
   a. Record necessary transactions
   b. Identify entries
   c. Balance cash with the correct number of tickets
   d. Prepare report accurately
   e. Quiz will be graded

B. Final problem-solving exercises

1. Each group of employees will be given different problem-solving exercises to complete
   a. Exercise #3:
      1. Case study: Late movie customer
   b. Exercise #4:
      1. Case study: Symphony concert customer
   c. Exercise #5:
      1. Case study: The short-changed customer
   d. Exercise #6:
      1. Case study: Customer refuses to keys

C. Final group discussion question #3

1. What can ACE Parking employees do to ensure excellent service quality for its customers?

2: Video presentation

A. A Passion for Customers

B. Comments and class discussion of video

3: Gaining the competitive advantage through service quality principles

A. Prevent problems through planning-put process in place

1. Provide assistance without a customers request
2. Reduce complaints
3. Get to know your customer and their expectations
4. Try to continuously improve your job and customer skills
5. Be patient. Don't expect to improve overnight

B. Conclusion

1. Concluding remarks
2. Critique
3. Evaluations
4. Adjourn